Customer service cells in AP

1458. DR. DASARI NARAYANA RAO: Will the Minister of PETROLEUM AND NATURAL GAS be pleased to state:

(a) whether public sector oil companies have set up Customer Service Cells in Andhra Pradesh to tackle grievances of LPG Consumers;

(b) if so, the details thereof; company-wise; and

(c) the number of complaints received and action taken thereon by the Cells of each company during the last two years, year-wise?

THE MINISTER OF STATE IN THE MINISTRY OF PETROLEUM AND NATURAL GAS (SHRI SANTOSH GANGWAR): (a) and (b) The details of Customer Service Cells (CSC) being operated by Public Sector Oil Marketing Companies (OMCs) in Andhra Pradesh for redressing the grievances of customers are as under:-

Name of OMC	Location of CSC
HPCL	Secunderabad and Visakhapatanam
BPCL	Secunderabad and Kurnool
IOCL	Hyderabad, Vijayawada and Visakhapatnam.
IBP	Secunderabad

(c) OMCs have received about 3,000 complaints/suggestions from their customers on the above centres during the last two years and the appropriate action has been taken against all the established complaints.

Shift to organic fuel sources

1459. SHRI PREM CHAND GUPTA: Will the Minister of PETROLEUM AND NATURAL GAS be pleased to state:

(a) whether it is a fact that Government are contemplating to reduce their dependence on fossil fuel for automobiles and replacing it with organic fuels from oil bearing trees and plants, using vast tracts of wasteland; and

(b) if so, what are the details of this plan?

THE MINISTER OF STATE IN THE MINISTRY OF PETROLEUM AND NATURAL GAS (SHRI SANTOSH GANGWAR): (a) Only R and D studies are in progress presently.

(b) In view of (a) above question does not arise.

Procedure for awarding dealership

1460. SHRI R. S. GAVAI: Will the Minister of PETROLEUM AND NATURAL GAS be pleased to state:

(a) whether Government are considering for continuing with the old procedure for awarding petrol pumps and LPG agencies;

(b) if so, the details thereof;

(c) if not, the reasons therefor;

(d) whether the public sector oil companies have requested to continue the practice on dealership as before APM; and

(e) if so, what is Government's reaction thereto?

THE MINISTER OF STATE IN THE MINISTRY OF PETROLEUM AND NATURAL GAS (SHRI SANTOSH GANGWAR): (a) to (e) In order to privide commercial freedom to the Oil Marketing Companies (OMCs), in the wake of the dismantling of the Administered Pricing Mechanism with effect from 1.4.2002, the Government has since dissolved the Dealer Selection Boards. The selection of dealers/distributors will now be made by the OMCs themselves in accordance with a new common procedure.

Entry of private companies in retail sector

1461. DR. VIJAY MALLYA: Will the Minister of PETROLEUM AND NATURAL GAS be pleased to state:

(a) whether it is a fact that Ministry of PNG has granted permission to private companies to sell petroleum products through retail outlets;

(b) if so, the names of these companies and the details of the agreement thereof; and

(c) whether social obligations in the allotment of retail outlets have been included in the agreement and if so, the details thereof?